Customer Service Report for EMIB

For the period: Saturday, December 01, 2007 12:00:00 AM to Monday, December 31, 2007 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Deactivate/Close	5	0	0	0	0	0	0	0	5	0	1
Edit Account	7	0	0	0	0	2	0	0	5	0	3
General Info	5	0	0	0	0	2	0	0	3	0	5
Password Reset	4	0	0	0	0	0	0	0	4	0	6
Register/Open	1	0	0	439	0	4	0	0	436	0	0
Application Support											
Specialized Application	2	0	0	0	0	0	0	0	2	0	16
ASR											
Windows	0	0	0	1	0	0	0	0	1	0	0
Back Office Support											
Active Directory	3	0	0	2	0	1	0	0	4	0	5
Add Entry	2	0	0	0	0	0	0	0	2	0	6
Backup/Restore	3	0	0	0	0	0	0	0	3	0	15
Create DL	0	0	0	1	0	0	0	0	1	0	10
Permissions/Shares	6	0	0	0	0	0	0	0	6	0	12
Print Hosting	1	0	0	0	0	0	0	0	1	0	0
Release IP-DHCP	1	0	0	0	0	1	0	0	0	0	0
Reset Limits	2	0	0	1	0	1	0	0	2	0	6
Troubleshoot	5	0	0	0	0	0	0	0	5	0	8
CIT Categories											
KB/Support Page	2	0	0	0	0	1	0	0	1	0	7
Connectivity											
TCP/IP	1	0	0	0	0	0	0	0	1	0	4
Email											
Exchange Email	2	0	0	0	0	0	0	0	2	0	6
General Info	8	0	0	0	0	0	0	0	8	0	19
MS Outlook	2	0	0	1	0	0	0	0	3	0	17

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Outlook Express	1	0	0	0	0	0	0	0	1	0	7
Spam Mail	1	0	0	0	0	0	0	0	1	0	29
General Information											
Inquiry	3	0	0	0	0	0	0	0	3	0	3
Hardware											
Printers/Config/Setup	1	0	0	0	0	1	0	0	0	0	0
Printers/Troubleshoot	1	0	0	0	0	0	0	0	1	0	6
Scanners/Troubleshoot	1	0	0	0	0	1	0	0	0	0	0
Servers/Config/Setup	1	9	0	0	0	8	0	0	2	0	2
Servers/Install/Build	0	9	0	0	0	7	0	0	2	0	0
Servers/Maint	0	1	0	0	0	1	0	0	0	0	0
Servers/Replacement	0	1	0	0	0	1	0	0	0	0	0
Servers/Troubleshoot	0	1	0	0	0	0	0	0	1	0	0
Local LAN											
LocalLAN/Connectivity	3	0	0	1	0	0	0	0	4	0	7
LocalLAN/General Info	1	0	0	0	0	0	0	0	1	0	4
NIH Services											
Other	0	0	0	1	0	0	0	0	1	0	0
NIHnet											
Server Support-DNS	2	0	0	1	0	0	0	0	3	0	10
Server Support-Other	0	0	0	1	0	0	0	0	1	0	0
Service Prov-IP Address Admin	2	1	0	1	0	0	0	0	3	1	7
Service Prov-Other	2	0	0	0	0	0	0	0	2	0	8
Service Prov-Port Add	1	0	0	0	0	0	0	0	1	0	10
Security											
Alert Message	0	0	0	1	0	0	0	0	1	0	0
Web Site Issue (non-CIT)											
Development	2	0	0	0	0	1	0	0	1	0	4

For the period: Saturday, December 01, 2007 12:00:00 AM to Monday, December 31, 2007 11:59:59 PM

Snapshot Date: 1/1/2008 7:24:10 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Wireless Services											
Enable Blackberry Account	1	0	0	0	0	0	0	0	1	0	11
Grand Total:	**85**	**22**	**0**	**451**	**0**	**32**	**0**	**0**	**525**	**1**	**1**

Total Tickets Closed:	**526**
Total Tickets Assigned/Pending/Checked Out:	**32**
Total Tickets Created:	**558**